



Corporate Social Responsibility Policies

1. Introduction

CSR is not only for the good of the community it has the added value for been good for business and has to be integrated in the principles and the operations of the organizations. CSR initiatives should be in line with the mission and vision of the organization and complemented by public relation activities but it should not be merely considered an activity under PR, it is also important for internal and external way of achieving our mission and vision.

Mission: Tawasul pursues its mission "to empower civil society institutions through training and knowledge" aided by home-grown partnerships and support, presenting Oman as a leading country in the field of societal solidarity and partnerships between the public sector, the private sector and the civil society organizations.

Vision: Tawasul is driven by its vision to be the primary and preferred catalyst for an effective and efficient civil society in Oman.

Core-Work Activities:

- o Advocacy, Leadership and Capacity Building Workshops for Civil Society Organizations (CSOs)
- o Media Outreach Activities
- o Policy Research Papers
- o Organizing Seminars and Conferences
- o Corporate Social Responsibility Advisory



Our CSR policies are totally internalized in processes and structure:

Internally: Adhering to the environmental friendly policy, promoting diversity, empowering women restricting legal frame work and labor rights. Encouraging freedom of expression and civil liberties.

Externally: Designing, implementing and supervising community based social programs and projects.

2. Focus areas for Tawasul CSR Strategy

1- Women Empowerment, Youth Engagements, Employee Retention (for 2009/2011)

2- Human Rights, Youth Engagements, Employee Retention (for 2011/2012)

3- Diversity, Human Rights, Employee Retention (for 2012/2013)

3. UN Global Compact Initiative

Tawasul had recently joined UN Global Compact Initiative, in which the subscribed institutions commit themselves to follow the ten principles in the areas of human rights, labor, the environment and anti-corruption. By participating in UNGC, we demonstrate how we can lead by example in the area of CSR by practicing what we preach, not only by following the laws of the Sultanate of Oman. It also serves us as a **benchmarking** on CSR for our projects, core-work and stakeholders.

Ten Principals of UN Global Compact

Human Rights

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2: make sure that they are not complicit in human rights abuses.

Labor

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4: the elimination of all forms of forced and compulsory labor;

Principle 5: the effective abolition of child labor; and

Principle 6: the elimination of discrimination in respect of employment and occupation.

Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges;

Principle 8: undertake initiatives to promote greater environmental responsibility; and

Principle 9: encourage the development and diffusion of environmentally friendly technologies.

Anti-Corruption

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

4. Ethics Code



Input

- Tawasul shall not liaise with suppliers that contradict Global Compact principles
- Tawasul shall not liaise with suppliers that contradict the Laws of Sultanate of Oman
- Tawasul should treat the suppliers in a sustainable way

Tawasul Work

- The core-work, support-work and daily-based administrative tasks shall not contradict Global Compact principles, nor the laws of Sultanate of Oman
- Employees and volunteers shall be recognized for their work through a performance appraisal and be incentivized through reward and recognition activities
- The work in Tawasul should always address the mission, vision and values in a sustainable way, considering the boards, employees and volunteers satisfaction
- The decisions taken by the institution shall be agreed with the team, Board of Directors and Board of Advisors in regular meetings, online means, special events or offline means
- Quality processes should be considered while delivering a service or product in order to keep Tawasul in a high-performance level.
- Tawasul shall not discriminate any person for its color, gender, nationality or religion.

Output

- Tawasul shall not offer its services for institutions that contradict Global Compact principles, nor the laws of Sultanate of Oman
- All Civil Society Organization workshops promoted by Tawasul shall not charge its participants
- All Social Investments made by Tawasul should empower the civil society
- The activities done by Tawasul shall be published for the society bearing in mind the accountability of the institution, as well as its transparency.
- The services of Tawasul shall be always evaluated by its stakeholders in order to improve internal processes and generate a better social impact

5. Actions for Sustainability

How does Tawasul achieve its Corporate Social Responsibility policies?



Social

By addressing social issues in the core-work

By empowering Omani women and youth

By promoting projects that addresses human rights, gender equity, labor rights and youth empowerment

By promoting cultural diversity among the internal stakeholders

Environment

By addressing recycling policies in Tawasul (mainly for papers and toners).

Papers: 340 Kg recycled since January 2010.

Toners: 7 toners recycled since January 2010

By taking part in Save Energy Oman Campaign and taking internal actions in order to reduce the energy consumption

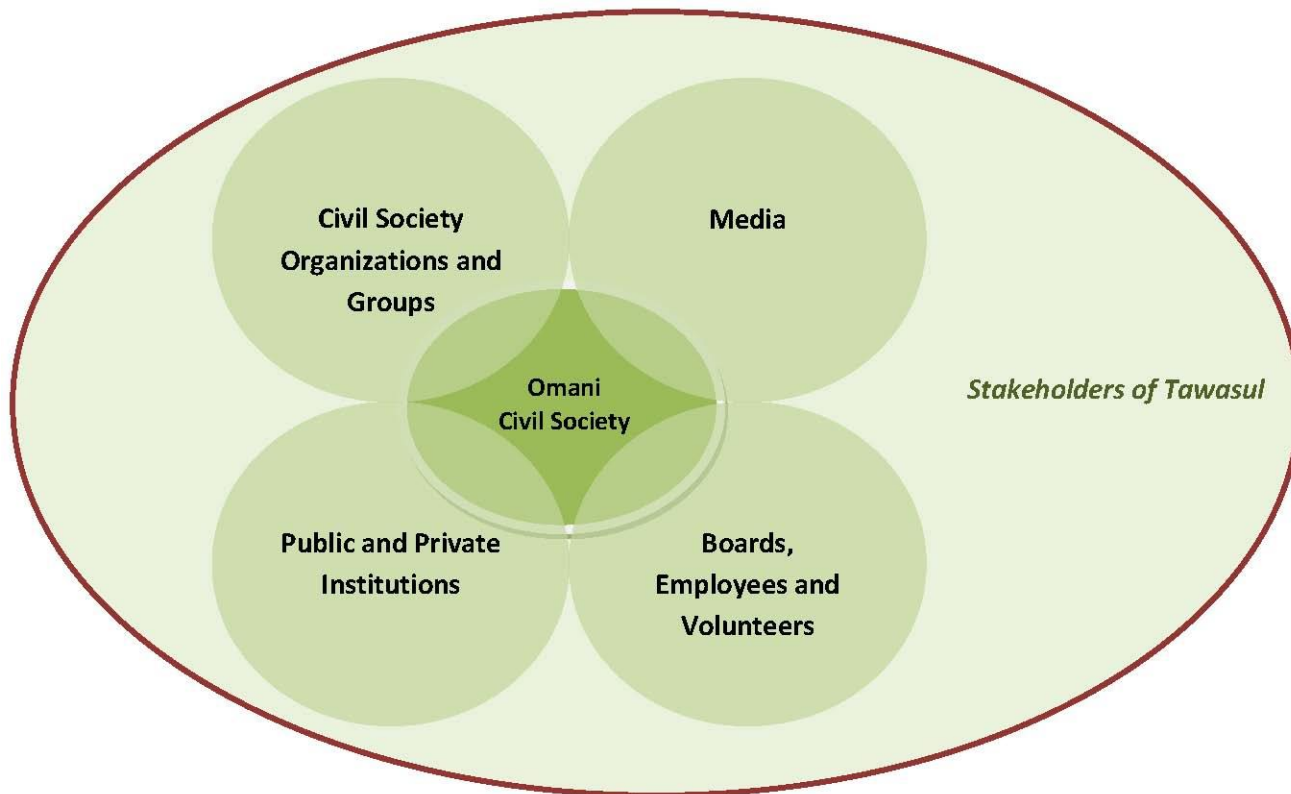
By taking part in Al Phaw Oasis Trade Co (a recycling company)

Economic

By making social investments focused in empowerment of civil society and having separated budget for CSR investments

By having economically sustainable processes that enhance Tawasul to continuously work for Omani society

6. Stakeholders Engagement



Bearing in mind that Tawasul has a wide range of stakeholders considering its mission for empowerment of civil society, it is important to have stakeholder policies focused on CSR in order to act in a sustainable way with all the actors. All stakeholders have the opportunity to be **connected** with our activities through the website, new media tools and by e-mail (online means).

The opportunity that **CSOs, public and private institutions and the media** have to participate of our core-work activities is another important mean by which Tawasul engage the stakeholders, as well as their evaluation after each activity, bearing in mind the improvement of our processes.

Our internal stakeholders (**board of directors, employees and volunteers**) are addresses by CSR policies in the sense that we follow the ethics code, the laws of Sultanate of Oman, always considering the team as the most important actor for achieving high-performance services and social impact.

The Omani society is also affected by our activities, considering that our core-work has **a long-term impact** for the society. Thus, Tawasul has been designing its activities in order to achieve a higher social impact, not only immediately but also for the future generations.

7. Core- Work Performance

For the year of **2009-2010**, Tawasul had its **social performance** focused on the workshops and trainings offered for Civil Society Organizations of Oman. These activities aimed to provide skills on management, leadership, volunteerism, public relations, elections and strategic planning, among others.

Total number of activities done	22
Total number of people trained	483
Total hours of training	224h
Total number of workshops	16
Total number of associations trained	97
Total number of areas reached	7
Amount of Social Investment for other CSOs initiatives	RO 5750,00

8. Target on CSR for 2011

For the year of 2011, Tawasul will focus on **Women Empowerment, Youth Engagement and Employee Retention**. Hence, all core-work activities will lead these issues in order to address them in a efficient and effective way. Tawasul is currently under the process of reviewing its goals for 2011 considering the issues mentioned above.